

RIVERSIDE MEDICAL PRACTICE COMPLAINTS PROCEDURE

At Riverside Medical Practice we aim to give you the best care possible, but there may be times when you feel that this has not happened. This leaflet explains the procedure you need to follow if you are unhappy with the service you have received.

This procedure has been devised in accordance with the National Health Service, England and Social Care, England - The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. In accordance with these regulations, complaints can be made either directly to the Practice or Shropshire, Telford & Wrekin ICB (but not both); Complaints Made to Riverside Medical Practice.

Our procedure aims to resolve any problems that may have arisen, deal with them as quickly as possible and ensure that the highest possible standard of service is maintained. Our procedure is not, however, able to deal with legal matters or compensation claims.

We must respect confidentiality, so we are unable to discuss matters relating to a patient without their express permission.

If you have a complaint, you would like us to deal with, please complete the attached complaint form or write directly to the Complaints Manager. Alternatively, you may ask to speak to Team Leader who will listen to your concerns and assist you in making your complaint if necessary.

We will acknowledge your complaint in writing within three working days. It will then be investigated, either by the Management Team or where clinical matters are raised, by a GP Partner who is not the subject of your complaint. When sufficient information has been gathered, we will either respond to you in writing or invite you to a meeting to discuss your complaint. This will be an informal meeting at which we will aim to explore the issues relevant to your complaint. We would then write to you, summarising the outcome of our discussion.

We aim to deal with all issues raised under this procedure within 30 working days. However, occasionally a doctor or staff member involved may be away on leave resulting in the process taking slightly longer; we will keep you informed if there are any delays.

All complaints are treated fairly and with respect - and the care of the patient/complainant will not be compromised in any way due to their making a complaint. Anyone concerned about this should contact the Practice Manager at any stage of the process.

Complaints Made to NHS England

As of July 2023, NHS Shropshire, Telford and Wrekin ICB have delegated responsibility for handling complaints from patients registered with GP Practices in Shropshire as well as Telford and Wrekin (those who do not wish to raise directly with the Practice).

NHS Shropshire, Telford and Wrekin ICB
FAO Patient Services Team
Halesfield 6,
Telford,
TF7 4QQ

E-mail: stw.patientservices@nhs.net
Telephone: 01952 580407

NHS STW contact page for Patient Advice and Liaison Services (PALS) – [please click on the link.](#)

Helpful Resources

The NHS Constitution sets out your rights as a patient and explains the NHS's commitments to providing you with a high-quality service.

Organisations providing NHS care must take account of the NHS Constitution when treating you, so you may find it helpful to refer to it if you are thinking about a complaint. For details go to: <https://www.gov.uk/government/publications/the-nhs-constitution-for-england>

Patient Advice and Liaison Service (PALS)

PALS is a free, informal confidential help and advice service for patients, carers and their families.

Their contact details are:

Royal Shrewsbury Hospital - Phone: 01743 261691. Email: sath.pals@nhs.net

Princess Royal Hospital - Phone: 01952 282888. Email: sath.pals@nhs.net

Postal Address:

Patient Advice and Liaison Service
NHS Shropshire, Telford and Wrekin,
Wellington Civic Offices,
Larkin Way,
Tan Bank,
Wellington,
Telford,
TF1 1LX

Healthwatch Shropshire

If you need help in making your complaint (including help with writing a letter) you can contact the Independent NHS Complaints Advocacy Service, Healthwatch Shropshire. They provide free independent support for people wanting to take a complaint through the NHS complaints procedure.

Their contact details are:

Website: www.healthwatchshropshire.co.uk

Telephone: 01743 237884

Email: enquiries@healthwatchshropshire.co.uk

Address: Healthwatch Shropshire

4 The Creative Quarter

Shrewsbury Business Park

SHREWSBURY

SY2 6LG

Ombudsman

If you are not satisfied with the way that your complaint has been handled by either us Or NHS England, you can ask the Parliamentary and Health Service Ombudsman to consider it further.

They can be contacted at the following address:

The Parliamentary and Health Service Ombudsman,

Millbank Tower

Millbank

LONDON

SW1P 4Q

**RIVERSIDE MEDICAL PRACTICE
COMPLAINTS AND COMMENTS FROM PATIENTS**

We would like to hear your comments, suggestions, or complaints to try to make improvements. We aim to investigate and respond to complaints within thirty working days.

Please use this space to write down your complaint or comments; it will help us to follow up a complaint if it is in writing – but this is not essential.

You do not have to use this form; you may prefer to set your complaint out in your own way or speak to someone at the Practice.

Please note that complaints should be made as soon as possible after an event and should typically be made:

- within 12 months of the date of the incident causing the problem.
- within 12 months of discovering the problem.

(Please continue on another sheet, if necessary)

Complainant's signature Date

Print name

Address
.....

.....

..... Post Code

Contact telephone number

Consent

If the complainant is not the patient, we must have the patient's consent before following up on the complaint, and the following section needs to be completed.

If you have any queries, please ask one of the staff or alternatively the Practice Manager.

PATIENT CONSENT - If complainant is not the patient.

Patient's name

Patient's address

.....

..... Post Code

Contact telephone number

I agree that members of the Practice may disclose confidential information about me, in so far as it is necessary, to answer the complaint.

Complainant's signature Date

THE NHS COMPLAINTS PROCEDURE

Most NHS care and treatment goes well but sometimes things can go wrong. If you are unhappy with your care or the services you have received, it is essential to let us know to improve.

There are two ways to tell the NHS what you think:

- Give feedback.
- Make a complaint.

Giving Feedback

Feedback helps us improve the quality of your care.

You can give good or bad feedback by telling the NHS organisation or service about it. For example, you can do this through the “Friends and Family Test” or speak to a staff member. Other ways to give feedback should be displayed at the service you visit. If you are unhappy with a NHS service, it is worth discussing your concerns early on with the service provider, as they may be able to sort the issue out quickly. Most problems can be dealt with at this stage, but you may feel more comfortable speaking to someone not directly involved in your care in some cases.

How to Complain

When making a complaint, you can choose to complain to either of the following;

The healthcare provider. This is the organisation where you received the NHS service, for example, your hospital, GP surgery or dental surgery

or

The commissioner. This is the organisation that paid for the service or care you received. This will vary depending on the NHS service you are complaining about:

- If your complaint is about primary care services such as GP’s, dentists, opticians, or pharmacy services, contact Shropshire, Telford & Wrekin ICB
- If your complaint is about services such as hospital care, mental health services, out-of-hours services and community services such as district nursing, contact Shropshire, Telford & Wrekin ICB
- If your complaint is about public health organisations (those who provide services that prevent disease, promote health, and prolong life), contact your local authority.

Complaining to the commissioner may be the right option if you are not comfortable complaining directly to your healthcare provider or feel this is inappropriate.

Making your complaint

You can complain in writing, by email or by speaking to someone in the organisation.

You should make your complaint within 12 months of the incident or 12 months of the matter coming to your attention. This time limit can sometimes be extended as long as it is still possible to investigate your complaint.

Anyone can complain, including young people. A family member, carer, friend, or your local MP can complain on your behalf with your permission.

What can I expect if I complain?

You should:

- have your complaint acknowledged and correctly looked into
- be kept informed of progress and told the outcome
- be treated fairly, politely and with respect
- be sure that your care and treatment will not be affected as a result of making a complaint
- be offered the opportunity to discuss the complaint with a complaints manager
- expect appropriate action to be taken following your complaint

If you would like support to make your complaint

Making a complaint can seem complicated, but support is available. Some services that can help you include your local council or local Healthwatch, your local Citizen's Advice Bureau (CAB), or, if you are complaining about a hospital, you can contact their Patient Advice and Liaison Service (PALS).

Primary Care Complaints (e.g., for GP's, dentists)
NHS England Customer Contact Centre
PO Box 16738
REDDITCH
B97 9PT
Email: england.contactus@nhs.net
Telephone: 0300 311 22 33

Secondary Care Complaints

If, for example, you wish to complain about a hospital, find information about your local clinical commissioning group (ICB) at NHS Choices

Website: www.nhs.uk

Local Government Ombudsman

If you wish to make a complaint about public health services, contact the Local Government Ombudsman:

Email: www.lgo.org.uk

Citizens Advice (CAB)

Telephone: 03444 111 444

If you are unhappy with the outcome of your complaint

If you are still not happy with the response provided, you can ask the independent Parliamentary and Health Service Ombudsman to look at your complaint:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
LONDON
SW1P 4QP